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Alberta

FAMILY AND SOCIAL SERVICES

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Alberta
FAMILY AND SOCIAL SERVICES

Office of the Minister

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To the Honourable David J. Carter
Speaker of the Legislative Assembly

Sir:

We are pleased to present the annual report of Alberta Family and Social Services, which covers the fiscal year ending March 31, 1991.

Respectfully submitted

John A. Oldring
Minister

Roy Brassard
Associate Minister

Alberta
FAMILY AND SOCIAL SERVICES

Office of the Deputy Minister

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Honourable John A. Oldring
Minister of Family and Social Services

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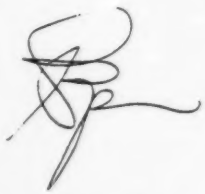

Dr. Stan Remple
Deputy Minister
Family and Social Services

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INTRODUCTION

A mandate to protect the safety and legal rights of children

Alberta Family and Social Services exists to protect and promote the social well-being of all Albertans. It reaches this goal by developing and administering statutory and mandated social service programs. These programs in turn, encourage and support individual and family independence and self-reliance.

Alberta Family and Social Services places a strong emphasis on supporting and maintaining healthy, happy Alberta families. This focus continues to garner the attention of not only this Department but the entire provincial government.

Some of the Department's responsibilities include:

- protecting the safety and legal rights of children and dependent adults, if these rights are threatened;
- covering the basic costs of food, clothing, shelter and care for people unable to meet these needs for themselves or for their families;
- helping people who are dependent on public support or protection to become independent or more self-reliant; and,
- becoming dependent on public support to remain fully independent, or to help them to reduce the degree of support they may require in the future.

Recognition of human rights and freedoms a guiding principle

The Department is guided by a set of basic principles:

- respect for personal worth and dignity;
- recognition of equal human worth; that all have the same human rights and freedoms, and should be treated on an equal basis;
- support of personal responsibility and independence, and the freedom of individuals to choose and take responsibility for their decisions;
- belief that the family unit and the community are the best places to resolve problems;
- belief in the importance of prevention and early intervention;
- commitment to quality services; and,
- accountability to the public for services provided.

Two distinct categories of services provided

Alberta Family and Social Services provides two categories of services to clients; financial support and social support services.

Financial support programs include Supports for Independence (Social Allowance Program), Alberta Assured Income Plan, Assured Income for the Severely Handicapped, Day Care and Widows' Pension.

The Department also provides social support services for children, adults, and families. Child Welfare Services and the Children's Advocate serve the needs of children, while Day Care, Family Relations, the Office for the Prevention of Family Violence, Women's Emergency Shelters, and Services to Persons with Disabilities and Services to Seniors all respond to the concerns of families and adults. The Appeal and Advisory Secretariat provides an effective system of citizen appeal.

Family and Social Services has over the last few years, become more involved with community groups, agencies, and other government departments in order to plan and deliver the best possible services to Albertans.

PROGRAM POLICY DEVELOPMENT

The Program Policy Development Division has the leadership role for policy, planning and program development within the Department of Family and Social Services. It carries out this mandate with a great deal of communication, coordination and cooperation between the service delivery and operational support staff in headquarters and the regions.

The Division has four branches, each with responsibility for specific program areas. Two additional branches provide legislative and federal-provincial suppport services.

In November of 1990, the Minister announced funding and program initiatives to re-design the Alberta foster care system. The initiative acknowledged the valuable part that foster parents play in providing services to children. It also acknowledged that changes were required to enhance services. The new model includes initiatives to increase the rates paid to foster parents, enhance training opportunities for foster parents, provide a new classification system for foster parents and increase the ongoing support provided to foster parents.

A post-adoption support program was implemented in the past year. The regulations allowing for the implementation of this program were passed in late 1989 with actual implementation taking place during the 1990-91 fiscal year. This program allows for the provision of supports to families who adopt children with special needs. The program is intended to provide permanency for children in government care by finding them an adoptive home. Since many of these children have very special needs based upon handicapping conditions, past histories of neglect or abuse and emotional problems, adoptive parents often require special help and support to ensure the placement does not break down. The program has allowed the department to find permanent homes for many children who otherwise may have remained in temporary foster homes.

The department has also been, for a number of years, working on the development of workload standards for frontline child welfare workers. The completion of these standards occurred in the 1990-91 year. These standards will ensure that staff resources are allocated equitably throughout the province; that frontline child welfare workers have the time to provide quality services to clients; and that workloads will be maintained at an optimal level. These standards were developed in conjunction with many frontline staff, including formal representation from AUPE. The standards will be implemented during the 1991-92 fiscal year.

Other fiscal year highlights include:

Over the past two to three years, the department has been developing a case management model for child welfare. This model was implemented during this fiscal year. It will ensure that consistent services are being provided across the province; that staff are adhering to departmental policies and procedures; that frontline child welfare workers are provided with a framework to ensure their work with clients is both efficient and effective; and, allow for the development of enhanced quality assurance and information systems.

1 CHILD WELFARE SERVICES

When a child needs protection Child Welfare Services becomes involved

The purpose of Child Welfare Services is to ensure that the survival, security and development of children are protected. Child Welfare Services provides programs and services that supplement the protection children receive from their families and communities.

When a child needs protection, Child Welfare Services becomes involved only as much as is necessary. It provides only those services that the family and community are not providing. If at all possible, the child remains in the family.

Child Welfare Services strives to develop protective relationships for children within their natural environments, its major initiatives in 1990-91 were aimed at enabling families and communities to take a more active role in protective services.

Post-adoption supports were introduced in 1990. By providing adoptive parents with financial and service supports, this program encourages the community to assume responsibility for the care of special needs children. Such children usually remained in government care in the past.

In November, 1990, the Minister announced a new foster care model. This model includes enhanced and mandatory training, support and financing to foster parents so children with greater variety of needs can be cared for in family settings. Foster parents will participate more in services planning, and because they will have more resources, foster parents can assist children to more quickly obtain the services goals.

During 1990, the case management model was refined through a series of consultations. Implementation of the model began in 1990 and will continue through 1991. This model, among other things, promotes client participation in planning and evaluating services.

Further services evaluation was implemented through an ongoing quality assurance review process. The process will help program planners to assess the need for policy changes and to assess the effect of changes.

A workload management system was developed during 1990-91. It addresses the need to balance the workforce with workload. Once it is fully implemented and refined, clients will be able to expect both improved and more equitable services across the province.

CHART ONE

Children Receiving Child Welfare Services as of March 31, 1991

Region	Number of Children
Northwest	730
Northeast	697
Edmonton	3,149
Central	657
Calgary	1,726
South	561
TOTAL	7,520

CHART TWO

Legal Status of Children Receiving Child Welfare Services, as of March 31, 1991

Legal Status	Number of Children
Custody Agreement	858
Family Support Agreement	2,694
Apprehension Order	75
Permanent Guardianship	2,056
Temporary Guardianship	658
Supervision Order	356
Extend Custody to 3 years	67
Extend custody past age 18	115
Other	210
Not Coded	222
TOTAL	7,520

During 1991-92, Child Welfare Services will continue to build on initiatives of the past year with the central theme being enhanced client and community involvement.

Office for the Prevention of Family Violence

Developing prevention strategies for the primary forms of family violence

Since its inception in 1984, the Office for the Prevention of Family Violence has endeavored to increase awareness of family violence across Alberta.

Developing prevention strategies for the primary forms of abuse-child, wife, elder and dating violence -is a major function of the office. This is accomplished through the distribution of educational materials, attendance at community information fairs, participation in presentations, workshops and conferences, community and government consultation, the maintenance of a Resource Centre and funding of community based prevention projects.

In the 1990-91 fiscal year, information requests reached an all-time high of 3,459, an increase of almost 250 per cent since 1986-87. The number of items mailed in response to the requests was 143,948. This clearly indicates an increasing awareness of family violence and an interest in its prevention.

The Office has taken a leadership role in developing a coordinated response to family violence in part by chairing the Interdepartmental Committee on Family Violence, which represents ten areas of government and through promoting a coordinated response between government and communities.

In 1990-91 the Office provided significant support and assistance to the Solicitor General's department and the Woman's Secretariat in the introduction of new policing initiatives and the "Family Violence is a Crime" media campaign.

During the 1990-91 fiscal year, $200,000 was provided for prevention projects through the Community Project Funding Initiative. Support was given to 39 educational initiatives and 14 demonstration projects identified by communities across the province.

To further its move beyond awareness towards prevention, the Office released a new publication entitled "Stopping Abuse Before it Starts; Thoughts on Prevention". The booklet addresses individual, family, community and societal factors that contribute to abuse and outlines ways in which individuals and communities can work together to prevent it.

CHART THREE

Placement of Children receiving services from Family and Social Services

Placement	Number of Children
Parent's Home *	3,486
Relative's Home	211
Foster Home	2,432
Group Home	369
Adoption Home	159
Residence/Institution	447
Compulsory Care	9
Detention	5
Other	402
TOTAL	7,520

* Parent's home includes cases "not coded"

CHART FOUR

Group Homes by Region, March 31, 1991 *

Region	
Northwest	6
Northeast	4
Edmonton	30
Central	3
Calgary	29
South	4

* Six or fewer spaces

Twelve hundred Family Violence Prevention Month kits were distributed throughout the province in November as part of Family Violence Prevention Month. Many communities responded with special projects and workshops related to prevention of abuse in families.

Other fiscal year highlights include:

In 1990-91, a new visual identity was created for the Office and its materials. The new identity portrays a positive, hopeful vision that we can move from abusive to more nurturing families.

The Alberta Directory of Family Violence Initiatives was revised and updated in 1990. The new directories, which list over 200 agencies and organizations in Alberta providing family violence services, were printed and distributed in February.

The "Elder Abuse and Neglect" booklet, originally published by the Senior Citizen's Secretariat in 1988 and subsequently printed and distributed by the Office, was revised. Substantial revisions were made in order to accurately reflect new research on elder abuse.

The Office for the Prevention of Family Violence continued to publish the quarterly newsletter FOCUS, with a subscription list of approximately 2,000. The feature articles this year included: "Religious Beliefs: A help or hindrance to prevention", "Abused Women: Getting better police Protection?", and "Child Sexual Abuse: What have we learned?".

CHART FIVE

Residential Centres by Region *

Region	
Northwest	1
Northeast	2
Edmonton	5
Central	6
Calgary	6
South	2

*More than seven spaces

CHART SIX

Number of Children in Institutions* by Region, March 31, 1991

Region	Number of children
Northwest	26
Northeast	27
Edmonton	194
Central	24
Calgary	142
South	48
TOTAL	461

*Includes Residential Resources, Compulsory Care and Detention

Women's Emergency Shelter, Satellite, and Second-Stage Housing Programs

Women's Shelter Information System redesigned

Women's Emergency Shelters are designed and operated for women and their children who are in need of emergency accommodation. Safe, supportive environments are available to women who are abused or in other crisis situations. Shelters provide 24-hour support services and accommodation for up to 21 days.

Satellites provide abused women and their children with short-term crisis accommodation for up to seven days. In addition, the satellites offer a range of services according to community needs, funded by both the government and the community.

Second-stage housing offers apartment suites for up to six months to abused women and their children leaving a shelter or satellite. Counselling and other support services are offered to the women on a need basis.

Additional funding in the amount of $120,000 was provided to the 15

shelters and six satellites in the 1990-91 fiscal year, for increased staff salaries and basic emergency services. This increase brings the total expenditures for shelters, satellites and second-stage housing to $5,707,636.

Other fiscal year highlights include:

A complete review of the existing women's shelters was undertaken to ensure the best use of available spaces and the corresponding dollars. This resulted in the re-allocation of seven spaces from Medicine Hat to Edmonton, the area of greatest need in the province, and the commencement of negotiations for the joint funding with Saskatchewan of the Lloydminster women's shelter;

The development of Program Specific Standards for Women's Shelters. These standards are scheduled to be released in February, 1992;

The redesign of the Women's Shelter Information System and the corresponding forms. The new system will be implemented in January of 1992, and is the only system in Canada which collects data on women and their children who request or receive services from shelters, satellites and second-stage housing.

CHART SEVEN

Information requests, The Office for the Prevention of Family Violence, 1990-91

a) Received from:	%1989-90	%1990-91
Professional/Community organizations	40	50
Government	33	33
Public	11	8
Educational Institutions	9	4
Students	5	4
Media	1	1

b) Number of Requests by Year

1986-87	1987-88	1988-89	1989-90	1990-91
1,452	1,108	1,699	2,173	3,459

CHART EIGHT

Number of Available beds and Admissions in Community-based Women's Emergency Shelters; January to December, 1990

	Beds	Accommodated Woman/ Children		Average monthly Crisis Calls
Northwest	27	441	403	86
Northeast	51	452	674	267
Edmonton	87	698	1,149	146
Central	35	461	664	117
Calgary	78*	845	1,036	257
South	39	284	413	131
TOTAL	317*	3,181	4,339	

*Plus 14 second stage housing suites

2 DAY CARE PROGRAMS

"Alberta Day Care Reforms" Implemented

The purpose of the Day Care program is to set and enforce standards in licensed day care facilities and to provide financial assistance on behalf of families who use formal day care services. The service provides financial assistance to day care facilities and low income families, through the provision of operating allowances, low income family subsidies, administrative fees and funding for the integration of disabled children in day care.

In the 1990-91 fiscal year, Day Care Programs and Child Welfare Services jointly developed and implemented protocols to be observed by day care staff (including day care centre staff, family day home providers and nursery school staff) in the reporting and investigation of alleged child abuse and neglect. Day Care service providers come into contact with about 40,000 children each day across the province.

Other fiscal year highlights include:

The announcement of Alberta Day Care Reforms on July 19, 1990. These reforms followed comprehensive consultations with parents, service providers and stakeholder groups and include: re-priorizing existing provincial funding for day care in order to increase assistance to low income families needing child care over the next four years; a gradual decrease in the universal subsidy to all day care centre users paid under the Operating Allowance Program to a flat $50 per child per month over four years; and, the introduction of qualification standards for workers in day care centres. These reforms led to a redrafting of the Alberta Day Care Regulation and its implementation on December 1, 1990.

The Day Care Staff Qualifications Project was undertaken. An orientation course for day care centre staff (Level 1 qualification) was designed. Policies and procedures for certification of day care centre staff was completed and implemented, and a Certification Guide was distributed in December, 1990. As part of this process, a registry for qualified day care centre staff was developed, a 1-800 Information Line for day care centre staff was developed. Coordination and liaison with Advanced Education, pubic college early childhood education programs and qualification assessment referral agents were established and maintained.

CHART NINE

Facilities (other than Day Care Centres) Licensed under the Social Care Facilities Licensing Act as of March 31, 1991

Type of Facility	Number Licensed	Capacity
Nursery Schools	451	10,818
Programs for School-age Children	402	10,651
Adult Social Care Facility	265	4,976
Children's Social Care Facility	129	1,421
Licensed Foster Homes	131	712
Drop-in Centres	2	65
TOTAL	1,380	28,643

CHART TEN

Licensed Day Care Facilities as of March 31, 1991

	Day Care Centres		Licensed Family Day Homes	
	Number of Facilities	Number of Spaces	Number of Facilities	Number of Spaces
Northwest	23	1,073	7	40
Northeast	22	910	8	47
Edmonton	320	14,839	16	93
Central	47	2,174	5	29
Calgary	215	12,560	35	188
South	44	2,015	1	6
TOTAL	671	33,571	72	403

CHART ELEVEN

Approved Family Day Home Services (non-licensed)

Region	Number of Contracted Services	Annual Average Enrolled Children
Northwest	14	453
Northeast	11	504
Edmonton	17	2,623
Central	17	759
Calgary	13	11,411
South	18	786
TOTAL	90	6,536

3 FAMILY AND COMMUNITY SUPPORT SERVICES

Volunteers provide 1.8 million hours of support

Family and Community Support Services (FCSS) is responsible for helping communities to promote the social, physical and mental well-being of Albertans. The goal of the program is to develop a partnership between the provincial and municipal governments, or other local authorities, to help create conditions in Alberta's communities that will strengthen and improve family and community life.

Through Family and Community Support Services, communities may design and deliver programs to prevent social breakdown, to promote well-being, and to strengthen volunteerism. Municipalities, improvement districts, Indian bands, Metis settlements, and national parks are eligible to operate local FCSS programs.

Funding is provided on a cost-shared basis, with the province contributing up to 80 per cent and the municipalities 20 per cent. The focus is on local programming with each community responsible for setting its own priorities and developing services based on local needs.

Funds allocated to the municipalities during the 1990-91 fiscal year were $5,988,093 for administration and planning, and $29,897,985 for funding of services.

Other fiscal year highlights include:

Ninety-two per cent of all Albertans were served with 146 municipal provincial agreements in effect;

Community programs included after-school care, meals on wheels, youth outreach, centres for seniors, family life education, home support, volunteer development, and information and referral services; and,

Volunteers working in Family and Community Support Services continued to receive widespread support. In 1990-91, volunteers provided more than 1.8 million hours of support, or the equivalent of 1,000 person-years.

4 INCOME SUPPORT SERVICES

Supports for Independence/Social Allowance

Providing the essentials to health and well-being to Albertans

This program ensures that no person within Alberta will lack the goods and services defined in legislation as essential to health and well-being.

Social Allowance is the largest single program in Family and Social Services. It accounted for more than half the Department's total budget.

Program benefits include payments to clients for food, clothing, household goods, shelter, transportation, laundry and telephone costs, and coverage for dental, medical, optical and funeral services.

The program encourages clients to reach their highest level of financial self-sufficiency. Clients are referred to employment and client support services if they need help to find work.

About 19.4% of clients are excused from seeking employment due to physical or mental handicaps. Most people in this group are single.

CHART TWELVE

Average Monthly Social Allowance Case Load by Category, 1990-91

Client category	NW	NE	EDM	CEN	CAL	SOU	Total
Age (over 60)	254	220	1,821	319	1,296	202	4,111
Single Parent	1,784	1,481	11,022	2,996	6,539	1,809	25,632
Phys. Ill Health	697	585	4,365	1,077	2,851	643	10,218
Mental Ill Health	105	90	1,322	310	779	142	2,748
Employable	1,548	1,138	10,414	2,688	6,580	1,911	24,280
TOTAL:	4,389	3,515	28,944	7,390	18,045	4,707	66,989
Children in Need	403	332	691	258	304	137	2,109
Transients							

In the last fiscal year, the provincial Social Allowance average monthly case load dropped to 66,989 (down 0.3% from 1989-90), excluding children in need and transients. The average monthly case load for Social Allowance clients with handicap benefit increased by 17.8% (from 2,162 in 1989-90, to 2,547 during the past fiscal year). The average cost per case rose 6.1% (from $799 in 1989-90, to $848 in 1990-91).

In November, 1990, the Department introduced Supports for Independence, a major program innovation which will replace Social Allowance over a three-year period. The new program places greater emphasis on supports and resources which encourage independence, and clearly outlines the client's responsibility to strive toward self-sufficiency.

A standard benefit package, providing food, clothing, personal allowance, laundry, transportation and telephone funds for every client family unit, was introduced to implement the major themes of Supports for Independence: simplicity, equity and ease of administration. The Department has begun to assign specialized staff to differentiated functions, further reducing complexity and streamlining program delivery.

Other fiscal year highlights include:

A regulation was enacted effective January 1, 1991, establishing the benefit levels that may be paid through the Social Allowance program to support handicapped persons to live in the community. This provision helps to ensure that personal support benefits are available to as many people as possible.

The installation of computer hardware across the entire province was completed, as was the implementation of the Local Income Support Application (LISA) 1 in all District Offices. This hardware will enable computerization of many of the front-

line tasks in the Income Support delivery. Testing and development of the LISA 2 application was also completed

As a component of the Income Support Branch, the Fraud Investigation Program undertakes the investigation of cases of suspected income support program abuse, with a view to criminal prosecution of recipients who are proven to have deliberately defrauded the programs.

During the 1990-91 fiscal year, 32 new positions were allocated to the program for a total of 44 positions. The program staff, including 30 investigators, are located in nine units throughout the province.

Investigators preferred criminal charges on 165 cases, and 107 convictions were registered. Ten cases were stayed or dismissed and 105 cases on which charges had been preferred were still in the court system awaiting resolution at the end of the fiscal year.

The program handled 2,800 requests for investigation, including 2,356 from income support workers, and concluded 2,789 investigations. A record number of public complaints represented a 36 per cent increase over the previous year.

An information-sharing Agreement with Employment and Immigration Canada was implemented in May, 1990. The agreement allows an interface between the client data bases, providing up to date information to the caseworker about a client's eligibility for Unemployment Insurance benefits and the benefit level. This system provides better service to clients, relieves the paper burden for staff of both departments and will reduce the incidence of unreported UIC income.

CHART THIRTEEN

Average Monthly Family Relations Case loads

Region	1989-90	1990-91
Northwest	1,076	1,410
Northeast	1,560	1,640
Edmonton	6,085	5,955
Central	2,006	2,508
Calgary	2,491	2,653
South	1,271	1,317
TOTAL	14,489	15,483

Family Relations

New Parentage and Maintenance Act comes into effect

The Family Relations Program helps families resolve legal issues related to marital breakdown, including disputes over custody of, or access to children. It assists families in obtaining appropriate maintenance orders and agreements when necessary, thus enabling many families to achieve financial independence. Where this is not possible, the maintenance paid by the responsible parties provide revenue for the Crown or an offset to the cost of providing financial benefits to the family. The program also assists in establishing paternity in cases where this is an issue.

The four basic areas under the Family Relations Program are:

1) Maintenance Services-Separated/ Divorced Persons (those in receipt of Social Allowance, as well as those not in receipt of Social Allowance);

2) Maintenance Services-Children of Unmarried Parents;

3) Court Services; and

4) Custody investigations.

The Custody Mediation Program offers mediation as an alternative means of dispute resolution to couples in conflict over custody of and access to their children. Mediation services place the decision making function concerning these issues with the parents. The process results in a greater stability in the children's

lives, as well as providing considerable cost savings due to the elimination of protracted litigation and trials. Should mediation prove unsuccessful, the Department provides a sliding scale subsidy so that professional assessments can be obtained to assist the court in reaching an appropriate decision.

The New Parentage and Maintenance Act received Royal Assent in July of 1990 and came into effect January 1, 1991. This act replaced the child welfare portion of the Maintenance and Recovery Act, removed contentious issues surrounding the Charter of Rights and Freedoms, and eliminated the discriminatory distinction of illegitimacy concerning a child's right to maintenance. In addition, statutory limitations restricting the ability to obtain a declaration of paternity were removed, thereby bringing legislation concerning children of unmarried persons into an equitable position compared to children born to married parents.

Other fiscal year highlights include:

The approved business case for staffing increase in Family Relations Programs was implemented in October, 1990. This initiative provided for an addition of 35 full-time employees to the Program. By adding these staff, the program expects to significantly increase maintenance revenue for the Crown, improve the amount of Social Allowance offset, and provide equitable services to all Albertans in the various sub-programs provided by Family Relations Programs. In the last fiscal year, with a budget of $4.5 million, Family Relations Programs produced revenue and Social Allowance offset to the value of $17.9 million.

CHART FOURTEEN

	1989-90	1990-91
Revenue and Social Allowance Offset Maintenance collected by the Maintenance Enforcement Program on subrogated orders registered by Family Relations personnel	$ 8,670,000	$ 9,816,000
Maintenance paid directly to Social Allowance recipients and deducted from Assistance issued	$ 7,281,000	$ 8,072,000
TOTAL	$ 15,951,000	$ 17,888,000

Alberta Assured Income Plan (AAIP)

Supplementing seniors' incomes

Alberta Assured Income Plan (AAIP) provides an income supplement to seniors in Alberta who also receive federal money from the Guaranteed Income Supplement. The program provides benefits of between $10 and $95 per month, depending on the amount received from the federal program.

Forty-three per cent of Alberta's senior citizens receive AAIP. Over 20% of single recipients receive the maximum benefits, while less than seven per cent of couples receive the maximum. Approximately 58% of AAIP clients are single while 32% are couples that have both members receiving AAIP. The average monthly case load in 1990-91 was 90,626 (down 1.1 per cent from the previous fiscal year).

Assured Income for the Severely Handicapped (AISH)

Monthly AISH benefits increased

The purpose of this program is to provide an assured income for severely and permanently handicapped adults. It is designed as an income-tested alternative to Social Allowance for people who have reached their full potential for training, rehabilitation or gainful employment.

Two changes were made to the AISH program in the last fiscal year:

1) The maximum monthly benefit was increased from $720 to $755 per month effective February 1, 1991.

2) Federal cost-of-living increases received by AISH recipients between January 1, 1989 and December 31, 1990 were permanently exempted from consideration in determining entitlement to AISH.

Widows' Pension

Providing financial benefits to widows or widowers

The purpose of the program is to provide financial benefits and coverage for medical, optical and dental services to widows or widowers, aged 55 to 64, to protect them from the loss of income caused by the death of their spouse.

In 1990-91, the maximum monthly benefit was increased from $720 to $755 per month effective February 1, 1991.

About seventy-five per cent of the clients now receive their benefits through electronic transfer, directly into their bank accounts. About 800 Widows' Pension clients receive only medical benefits and access to provincial housing subsidies.

Approximately 45 per cent of the clients are aged 55-59. Fifty-five per cent are between 60 and 64. The average monthly case load in 1990-91 was 3,156.

CHART FIFTEEN

Average Monthly Caseload – 1990-91

Region	*1 AISH	*2 S'ALL Clients with Handicap	*3 Modified	Total
Northwest	979	171	39	1,189
Northeast	1,115	151	60	1,326
Edmonton	5,241	774	314	6,329
Central	1,676	232	50	1,958
Calgary	3,535	7075	219	4,461
South	1,413	141	86	1,640
TOTAL	13,959	2,176	768	16,903

*1 Clients receiving AISH of up to $755 per month.

*2 Clients eligible for AISH but with basic needs exceeding the maximum provided under AISH and therefore in receipt of Social Allowance with the handicap benefit.

*3 Severely disabled clients living in designated facilities receiving the per diem costs and a handicap benefit.

5 SERVICES TO PERSONS WITH DISABILITIES

Handicapped Children's Services Program refined

In the 1990-91 fiscal year, the recommendations made in Claiming My Future and the Premier's Council Action Plan resulted in a series of interdepartmental committees. These committees began to look at cooperative ways of implementing the recommendations.

The Claiming My Future report recommends changes to ensure the availability and accessibility of supports for persons with disabilities. There have been other interdepartmental consultations affecting persons with disabilities arising out of Health's Rainbow Report and out of the need for complementary and coordinated services in the Regions.

The consultations are seeking to clarify or redefine departmental and program mandates so that it is clear who is responsible for providing what services to persons with disabilities. Secondly, the consultations are intended to share information and discuss the application of the principles of Claiming My Future to programs.

The Services to Persons with Disabilities Branch consists of the following units:

CHART SIXTEEN

Services to Persons with Disabilities

Program	1990/91 Number of Clients
Michener Centre	1,098
Youngstown	40
Eric Cormack	76
Rosecrest	16
Resources for Dependent Adults	83
Bow Park Court – Scenic Bow	84
Fort McLeod Special Development Unit	30
Alfred Egan Home	30

Adult Services

In the last fiscal year, residential services, employment support and day programs were amalgamated under Adult Services. A working committee was established to develop a pilot project to explore the feasibility of decreasing the barriers to employment by persons with disabilities. Family and Social Services and the Department of Career Development and Employment are working conjointly on this project.

Family and Social Services and the Department of Health jointly engaged primary stakeholders in a consultation and planning process to develop recommendations for services needed by Albertans who have sustained brain injuries.

Community Living

The Community Living Unit was established to implement specific policies arising from recommendations contained in Claiming My Future and the Premier's Council Action Plan. The unit took a lead role in discussions with 14 government departments in the implementation of the recommendations of Claiming My Future and the Premier's Council Action Plan. These discussions have resulted in mandate negotiation and clarification with several affected departments.

The Community Living unit has also taken the lead in planning with Michener Centre and the Regions in developing plans to assist those persons who wish to move from institutions to the community.

Handicapped Children's Services

The Handicapped Children's Services (HCS) program assists families with the extraordinary demands and costs which have resulted from their child's

disabling condition. The primary purpose of the program is to keep children at home with their families, or where that is not possible, within their home community. HCS provides funds for a variety of services that are delivered by community-based groups, including professional practitioners. Costs of services are reimbursed to the family of the child, or paid directly to the service provider under an agreement negotiated between the parents and an HCS worker.

Ninety-three per cent of the children served by the program live in their family homes. The percentage of children living outside the family home has decreased, which is in keeping with the mandate of the program.

In the last fiscal year the Handicapped Children's Services Program worked on refining the program, policy and direction. This included the development of clear program guidelines and Workload Standards for HCS.

As a result of interdepartmental negotiations, Home Care began to provide professional health services and personal care services to children living with disabilities. Efforts to address this issue are continuing.

Quality Assurance

A quality assurance unit was set up during this fiscal year to ensure the branch has the capacity to monitor quality, quantity and costs of services. Quality Assurance is coordinating the development of workload and program standards as well as monitoring and management systems.

Office of the Public Guardian

The Public Guardian program is mandated by the Dependent Adults Act. This Act enables the appointment of guardians for adults who are unable to care for themselves and make reasonable judgements in respect of personal matters. It also provides for the appointment of Trustees to manage financial affairs. Guardianship services are provided to the elderly, mentally disabled, mentally ill, and to persons who have sustained brain injuries.

Individuals, usually family members, apply to the Surrogate Court for guardianship or trusteeship orders. Where no relative or friend is willing or able to assume guardianship or trusteeship responsibilities, the Public Guardian and/or Public Trustee may be appointed under the Act.

New Guardianship Information Assessment forms were developed for a one year test period with a goal of improving services.

CHART SEVENTEEN

Number of Clients by Residential/Day Programs

	1990/91
Residential Programs	**Number of Clients**
Group Home	920
Proprietor Based Service	228
Supported Living Arrangements	529
Outreach Services	2,378
Relief Services	1,326
Day Programs	
Employment, Training and Support Services	2,398
Developmental/Social Isolation Prevention Services	565

CHART EIGHTEEN

a) Numbers of Applications in the Court for Guardianship, under the Dependent Adults Act, 1990-91

Original Applications	Reviews	New Court Orders
1,156	260	1,416

b) Dependent Adults under Guardianship, at end of 1990-91 fiscal year

Public	Private	Total
1,762	6,684	8,446

6 FEDERAL PROVINCIAL ARRANGEMENTS BRANCH

Representatives from this Department's Federal Provincial Arrangements Branch, and the federal Department of Indian Affairs and Northern Development reached agreement in principle on all substantive issues and terms of the proposed Administrative Reform Arrangement. A draft of the Administrative Reform Arrangement was submitted to Alberta Indian First Nations for review. Recent indications are that the draft is acceptable to most of Alberta's Chiefs and that they are prepared to sanction the Administrative Reform Arrangement. The Branch is in the process of preparing an Administrative Reform RFD.

The Branch was reorganized in the last fiscal year, transforming Federal Provincial Arrangements from a six full-time position unit, to a Branch comprised of five separate units and 24 positions.

The process of implementing the Department of Family and Social Services' Core Standards was completed. Effective April 1, 1991, compliance with Core Standards became mandatory for some 250 services providers who offer Department operated and contracted residential and other specified services. Responsibility for implementing the Core standards was assigned to the Support Services Unit in June, 1990. Thereafter, the Unit refined the content and format of the Standards to improve clarity and, during the months of February and March, 1991, undertook a final consultation with Department staff and agencies in each of the regions.

As a result of concerted effort by CAP Arrangements personnel, the Province received approximately $23 million in extra revenues that would not otherwise have been claimed and/or recovered by the Province under the Canada Assistance Plan.

In October 1990, the Minister of Family and Social Services announced the commencement of a major public review of the Family and Community Support Services Program. An Advisory panel was established which included a number of municipal officials involved in the program.

REGIONAL OPERATIONS DIVISION

A decentralized delivery system

Alberta Family and Social Services has a decentralized delivery system that is based on 52 district offices, spread throughout the province and administered by six distinct regions. District offices are supplemented by a number of institutions and residential facilities, the largest, being Michener Centre in Red Deer. The Department also makes extensive use of contracts and grants with private agencies or individuals, in order to provide a wide range of services for clients.

NORTHWEST REGION

Adoptive Parents Support groups formed

Covering more than 40 per cent of the Alberta's land area but only about 10 per cent its population, the Northwest Region is for the most part a rural area with isolated communities.

The 1990-91 year saw a five Adoptive Parents Support Groups formed in Barrhead, High Level, Peace River, Grand Prairie and High Prairie. District Office staff act as resource people to the parents who run the agencies. The support groups provide workshops and training, organize recruitment and information meetings, and establish library resources. One goal of the groups is the establishment of an informal crisis hotline for adoptive families.

Other fiscal year highlights include:

The Barrhead District Office, in conjunction with Career Development and Employment, and the Westlock (Northeast Region) District Office contracted a local firm to provide job readiness skills to Social Allowance recipients. The contract is designed to place 70 per cent of 110 clients in work placement or job training annually.

The High Level District Office worked with a number of other agencies including the RCMP, FCSS, Mental Health, AADAC, Native Counselling and the Solicitor General to address the needs of families experiencing conflict between parents and teens.

This cooperation has resulted in a family support contract being awarded to McMan Youth Services for their innovative program.

The agencies concerned in the planning remain involved through the interagency admissions committee.

CHART NINETEEN

Average monthly case load – Northwest Region

Services	1989-90	1990-91
Social Allowance	4,593	4,389
Social Allowance with handicapped benefit	157	171
Children in Need-Social Allowance	376	332
AISH and Modified AISH	1,020	1,021
Day Care Subsidy	324	437
Family Relations	1,076	1,410

CHART TWENTY

Average monthly case load – Northeast Region

Services	1989-90	1990-91
Social Allowance	3,507	3,515
Social Allowance with handicapped benefit	151	181
Children in Need-Social Allowance	317	403
AISH and Modified AISH	1,194	1,174
Day Care Subsidy	372	413
Family Relations	1,560	1,640

NORTHEAST REGION

One hundred-and-thirty take part in "Family Preservation Conference"

The Northeast Region serves 166,000 people who mainly live in small towns or on farms. The two major cities in the area are Fort McMurray and Lloydminster.

In 1990-91, 130 adoptive parents, foster parents, social workers and therapists participated in the North-

east Region's Family Preservation Conference held in Vermillion. The conference provided an opportunity for care and services providers to get together, share ideas, and build partnerships in working towards and achieving the common goal of providing quality care to children in need.

Other fiscal year highlights include:

The Northeast Region accomplished the goal of reducing the number of children in care, by decreasing the total numbers in care from 851 to 697. A second goal for the 1990-91 fiscal year - the reduction of the number of children coming into care - was also achieved. The result of this success was a significant drop in Support Agreements (from 376 in the previous fiscal year, to 266 in '90-91).

Concentrated efforts continue to be made in these two areas through the post adoption support and in-home care programs to even further reduce the number of children in care and the number coming into care.

The Athabasca Project, a joint effort between CD&E, CEIC and Alberta Family and Social Services aimed at employment initiatives will commence operation in the fall of 1991. The main goal of this project is to increase the rate and quality of the labour force participation of Social Allowance recipients.

This goal is to be reached through the emphasis and promotion of:

- reduced dependency on S'ALL
- permanent full-time of part-time employment by obtaining and retaining employment
- complete skill and job related training to help sustain employment
- an increase between knowledge and skills of workforce and the demands of the labour market; and,
- a decrease in turn-around time for re-entry into employment for S'ALL and UIC recipients.

The Family Relations Program has undergone a complete transition. Staff are in place at each worksite with a supervisor operating as trainer, monitor and offering program delivery support.

EDMONTON REGION

Implementation of Workload Standards results in more social workers and casework supervisors

The Edmonton Region serves the largest regional population. With the highest client demand, the region also offers a correspondingly large number of programs and services. The population base is mainly urban but also includes suburban and rural areas.

During the past year, the major thrust of Edmonton Region's Child Welfare Services Residential Plan was the development of the agency treatment Foster Care program. Forty-six Treatment Foster Care beds were developed by April 1, 1991 and plans are under way for the development of 92 additional spaces by April, 1992. The majority of funding for this initiative came from the down-sizing of Yellowhead Youth Centre from 72 to 50 beds. The major benefit of this program is that more children are able to live in more normal, less restrictive settings.

TWENTY-ONE

Average monthly case load – Edmonton Region

Services	1989-90	1990-91
Social Allowance	28,715	28, 944
Social Allowance with handicapped benefit	774	867
Children in Need-Social Allowance	691	691
AISH and Modified AISH	5,670	5,559
Day Care Subsidy	5,426	5,643
Family Relations	6,085	5,955

Over $800,000 in community counselling contracts were transferred from annual contracts to fee-for-service funding. This shift underlines the success of the region in gaining control over its fee-for-service expenditures.

The implementation of the Workload Standards resulted in significant increases in the number of social workers and casework supervisors. Several specialist positions such as Native Resource and Child Welfare Consultant positions were relocated to front-line case management positions. Case load sizes have been reduced substantially and improved services are being provided to children at risk and their families.

The regional goal of enhancing in-home support services is being realized through revised case management practices and a commitment of resources. A thorough assessment process by the Child Welfare social worker and a commitment to use family support measures prior to bringing a child into care are in place. Traditional treatment services are being transformed into community-based, family focused and meaningful supports to the child in their family home.

Edmonton Region's Income Support accomplishments include the relocation of two major Urban Income Support offices. Edmonton West and Edmonton South were moved to more centralized and accessible locations in order to improve service delivery to Income Support clients.

The Differential Use of Staff Model and the new Income Support delivery system are well under way with final completion scheduled for the fall of 1991.

The Local Income Support Application (LISA I) model has been implemented in all Edmonton Region Income Support District Offices. This form of office automation provides easy access to client information for staff.

Edmonton West District office designed a new AISH services delivery model. The model calls for the specialized delivery of the AISH Program at Edmonton West Income Support District office for all clients living in Edmonton Urban/Suburban communities.

Services to Persons with Disabilities was extremely active in the Edmonton Region during the last fiscal year. Highlights include the establishment of an Individualized Service Planning and Funding Unit. This unit became fully functional in 1990. A consistent process for managing the assessment of Individualized Service Plans was introduced, and a broad range of community, agency and parent orientation and training sessions were held. As of March 31, 1991, approximately 250 children and adults in the Edmonton Region had service plans reviewed, implemented or were awaiting implementation.

The Client Services Unit was restructured to allow for a separate intake and referral worker. This change led to greater service efficiency and support for the public seeking information or services for disabled persons.

As a result of Michener Centre initiatives, Edmonton Region acquired five additional positions to assist with client service coordination, intake, and the service planning process. During the 1990-91 fiscal year, 15 adults moved from Michener Centre to Edmonton while one person was admitted to the Centre. Client Services Coordinators supported over 400 disabled adults during the 1990-91 fiscal year.

The reallocation of Michener Centre positions also resulted in five additional Handicapped Children's Services (HCS) positions in the Edmonton Region. The office moved twice during the year and is now well settled in

accommodations that serve both staff and client needs. Office consolidation has led to greater consistency in interpreting program policy across the region. HCS staff meet regularly to discuss policy and program matters, and service issues in the community.

Edmonton became a test site for a new Handicapped Children's Services information system during 1990-91.

The Family Home Program (Specialized Foster Care) brought increased emphasis on formal and informal training initiatives, and foster family recognition in the last fiscal year. The program, while maintaining a stable base of foster families for disabled children, sought to expand its scope with special emphasis on children with multiple disabilities, and those with challenging behaviours.

Other fiscal year highlights include:

Coordinated access to in, and out of home relief became a reality in 1990-91. The first round of evaluative date showed the program was being well received by families and agencies. Early indications suggest an increased efficiency is accruing from implementing this model. Over $1 million is spent annually on relief services in the Edmonton Region.

With an emphasis on training for parents and agencies in individualized service planning, and the involvement of Department staff in training, families were able to successfully complete plans without requiring professional assistance from outside the Department.

Program specialists continued to consult to hospitals, agencies and families on caring for multiple disabled children and adults in community settings.

Edmonton Region's Community Behavioral Services established a Steering Committee and a Consultation Team to address the systemic and clinical needs of individuals with dual diagnosis (mentally handicapped and mentally ill). An individualized Service Planning/Funding project for 12 people with autism was completed. And, a pilot project for providing Host Family Relief services to adults with severely challenging behaviours was initiated.

At the Eric Cormack and Rosecrest Centres, quality of life was enhanced for residents through implementation of new approaches to diet and medication, and the introduction of new recreation and leisure programs. Volunteer involvement was strengthened and a model Occupational Health and Safety program was sustained.

In Planning and Evaluation, CORE Standards implementation was initiated for both government operations and contracted services. A Peer Review Evaluation Process was enhanced to include individualized service arrangements.

Finally, an Edmonton Region Services to Persons with Disabilities staff information newsletter called "The Copper Toadstool" was introduced.

CENTRAL REGION

Child Welfare policy compliance and practice review undertaken

As one of the six regions within Alberta Family and Social Services, Central Region provides social, employment, and income support services to the approximately 290,000 people residing in the area.

During the 1990-91 fiscal year, Central Region case loads comprised approximately 10 per cent of the provincial totals. In Child Welfare, approximately 700 cases were handled in the region each month. In the area of Income Support, approximately 7,300 Social

Allowance cases, and about 1,700 AISH cases were receiving financial assistance each month.

As part of the overall regional service delivery capacity, Central Region entered into 35 contracts with community agencies to provide services in the Child Welfare area, and 23 contracts with community agencies to provide services to persons with disabilities. The total value of these contracts was approximately $18.5 million. Overall expenditures in Central Region for the 1990-91 period, excluding financial benefits payments in the Income Support program, were about $33 million.

Child Welfare initiatives undertaken during the past fiscal year include:

- The implementation of a pilot departmental Case Management Model in the Wetaskiwin District Office. This model provides a structured framework for staff to use in responding to reports of children in need of protection, and in further planning and/or service provision that may be needed;
- Implementation of the Child Welfare Workload Standards Staffing Model, which was designed to ensure that staff workloads are equitable and manageable;
- A Child Welfare policy compliance and practice review. This process involved having staff teams conduct file and case practice reviews. The reviews involved all District Offices in the region and included participation by Child Welfare staff in each of the offices. Feedback from the review was provided to staff with the goal of increasing the effectiveness of the regional response to children in need of protection and their families;
- In 1990-91, the region entered into a contract to provide Child Welfare assessment and treatment services previously provided on a fee-for-service basis;
- Parent Preparation training sessions for prospective adoptive parents were conducted in order to provide these parents with a systematic orientation to being an adoptive parent. The training also ensures that prospective adoptive parents are aware of both the adoption process and the demands likely to be encountered.

Fiscal year highlights from Services to Persons with Disabilities in Central Region include:

As part of the overall departmental direction, Central Region transferred program responsibilities for Handicapped Children's Services from Child Welfare to Services to Persons with Disabilities. This change is intended to improve the service delivery system consistency and effectiveness, especially for those individuals with disabilities who are approaching their 18th birthday.

Seventeen Michener Centre residents were assisted in establishing community residency. This continues the ongoing efforts to provide individuals with disabilities with choices regarding where and how they live.

Other fiscal year highlights include:

As part of a Department-wide effort, Central Region initiated implementation of policy changes to the Income Support Program in the 1990-91 fiscal year. Now called Supports for Independence, this program provides additional emphasis on training and employment support and provides a streamlined administrative process;

CHART TWENTY-TWO

Average monthly case load - Central Region

Services	1989-90	1990-91
Social Allowance	7,256	7,390
Social Allowance with handicapped benefit	232	258
Children in Need-Social Allowance	233	258
AISH and Modified AISH	1,740	1,725
Day Care Subsidy	845	932
Family Relations	2,006	2,508

The region provided intensive training for ECSS staff to better enable them to support clients' movements towards independence;

Central Region Family and Social Services joined with Shell Canada and a number of other local agencies and groups began participation in a Socio-Economic Impact Monitoring Committee, associated with Shell's Caroline Sour Gas Project. This committee's role is to monitor impacts that may occur as a result of the construction and early operation phases of the Caroline Project;

Linkages between District Offices, Career Development and Employment, and Canada Manpower were strengthened through work undertaken as part of the Canadian Job Strategies program; and,

The region also developed and implemented an electronic information tracking system in four worksites to assist offices in the tracking of workload and statistics related to Employment and Client Support Services.

During 1990-91, the LISA computer system was implemented throughout the region. This project is seen as a significant component of the Department's effort to ensure that financial assistance is provided to individuals in the most efficient manner possible;

The delivery of the Family Relations services in the region was re-structured. The new regionalized services includes a full time casework supervisor for the program and regional staff specializing in providing services to individuals seeking child support and maintenance.

CHART TWENTY-THREE

Average monthly case load – Calgary Region

Services	1989-90	1990-91
Social Allowance	18,591	18,045
Social Allowance with handicapped benefit	707	839
Children in Need-Social Allowance	304	304
AISH and Modified AISH	3,814	3,760
Day Care Subsidy	3,182	3,255
Family Relations	2,491	2,653

CALGARY REGION

"Job Clubs" Services Improved

With a population of approximately 730,000, the Calgary Region contracts with over 80 independent agencies to serve the needs of approximately 19,500 Social Allowance clients, 4,000 children and adults with disabilities, and 1,400 child welfare clients.

In 1989-90, the Calgary Region's Supports for Independence staff successfully negotiated with Federal officials to ensure Federal funding for "Job Clubs." This funding allowed provincial social allowance clients access to job clubs at no cost to the province.

Child Welfare staff in the region assisted the Alberta Foster Parents Association in organizing a successful Foster Parent Conference in Banff. This conference was also used as a forum for the Minister to announce major changes in the Foster Care system.

Other fiscal year highlights include:

Calgary Region's Services to Persons with Disabilities diversified its service delivery program in two diversified areas to persons who are dependently handicapped at the Parkmont Achievement Centre. First, the program was expanded to include an evening program operated by a non-profit organization; and second, the development of community "real work" experiences to persons who have never had the opportunity. Both initiatives were implemented by utilizing the existing manpower and other community resources in order to serve more people without increasing government budgets. This wheelchair accessible facility has also been widely used by community groups,

local organizations and other regional government departments.

SOUTH REGION

Foster Parent Associations flourish in South Region

The South Region continued to initiate innovative programs in 1990-91. From the tragedies of three teen suicides in late 1989 and early 1990, the department forged an even stronger link with a number of agencies in the Region. An "Interagency Committee" that was struck to deal with the incidents is still in place with representatives of Family and Social Services, Lethbridge City Police, the separate and public school boards and the mental health division of the Department of Health. The committee is dedicated to monitoring incidents of teen suicide and working toward prevention of further such violent deaths.

The South Region was deeply involved in a family oriented conference titled "Completing the Circle" and hosted by the Lethbridge Community College. The conference was aimed at local agencies and helping professionals involved in attempting to maintain the family as the basic societal unit. The South Region was involved in funding the conference, and provided a number of staff who made presentations and conducted workshops.

Interdepartmental cooperation was the order of the day as Alberta Family and Social Services spearheaded "Forging the '90s", a one-day seminar directed at potential employers. Forging the '90s featured presentations by Family and Social Services, Canada Employment Centre and Career Development and Employment as participants were invited to utilize the Employment Alternatives program. The South Region's Job Stabilization Councillors represented our department in the event.

South Region led the way in enhancing public awareness of Fetal Alcohol Syndrome (FAS) in the last fiscal year. Through the efforts of Donna Debolt, a Casework Supervisor in the Lethbridge District office, the phenomenon of FAS is being detailed in the South Region. Forty-six per cent of the children in the Lethbridge District Office's Native Services Unit have been diagnosed as victims of this syndrome and it is believed a similar percentage would apply to other groups in care as well. Presentations on FAS have been delivered to most front-line workers in the South Region, and were heard at two provincial conferences. The FAS presentation is presently being considered for inclusion in Child Protection Services training province wide. So great is the demand for information on FAS that a day-long workshop in Lethbridge designed for an expected audience of 30 had to be organized to accommodate over 100 people.

Other fiscal year highlights include:

The North American Council on Adoptable Children featured the South Region in its publication "Adopt-Talk". Highlights of the article included the region's efforts during last November's "Adoption Week". Public meetings, newspaper, television and radio interviews were all utilized to enhance the profile of adoption. Formation of a post-adoption support group has resulted in a definite increase of adoptions of native children by foster parents; and,

The South Region has experienced a renaissance in foster care associa-

CHART TWENTY-FOUR

Average monthly case load – South Region

Services	1989-90	1990-91
Social Allowance	4,553	4,707
Social Allowance with handicapped benefit	141	179
Children in Need-Social Allowance	137	137
AISH and Modified AISH	1,455	1,498
Day Care Subsidy	852	866
Family Relations	1,271	1,317

tions. What were once informal support groups of foster parents, are now functioning foster parent associations. Associations have been formed in Medicine Hat, Brooks and Lethbridge. Plans are under way for the formation of a foster parents association on the Blood Reserve. Foster Parents from across the South Region were honored in January for their contributions as the region organized and hosted a citation awards banquet.

CHART TWENTY-FIVE

Client Data–Michener Centre, as of December 1990

	Number of clients
Admissions	6
Discharges	32
Deaths	19
Relief Admissions	23
Relief Discharges	23
TOTAL	103

CHART TWENTY-SIX

Michener Centre–Number of Clients by functioning level, as of December, 1990

Functioning level	Number of clients
Borderline	40
Mildly Retarded	137
Moderately Retarded	210
Severely Retarded	232
Profoundly Retarded	434
TOTAL	1,053

CHART TWENTY-SEVEN

Michener Centre–Client Source, as of December, 1990

Origin	Number of clients
Northwest	50
Northeast	73
Edmonton	364
Central	257
Calgary	211
South	71
Out of Province	27
TOTAL	1,053

MICHENER CENTRE

Michener Centre is located in Red Deer and is the largest single facility operated by Social Services employing nearly a third of the Department's staff. Michener provides residential care, training and professional services for approximately 1,000 developmentally disabled people. Youngstown Home, a satellite facility located 135 kms. from Drumheller, also provides accommodation and developmental opportunities for up to 50 individuals.

The Centre consists of a variety of residential units including dormitories, apartments and group home settings. The Centre offers academic and vocational training facilities as well as a recreation complex with swimming pools, gymnasium, theatre and arts/crafts areas. This complex is also open to the public.

During 1990-91, staff and management implemented and refined a number of initiatives which have significantly improved the quality of life for Michener residents.

The Centre Shoppe, a downtown Red Deer retail store staffed by Michener residents and selling furniture and crafts made by Michener residents is now operational. The shop is an opportunity for residents to learn valuable skills, and also strengthens Michener's ties with the community.

The Psychotropic Drug Monitoring Program, one of the most important facility-wide programs ever undertaken at Michener, completed its first six-month reporting period. This program reduces the reliance on mood-altering drugs by Michener clients.

Other programs, such as Client Advocacy, "Choices" lifestyle training, and Quality Assurance continue to promote independence and encourage clients to become as self-sufficient as their capabilities will allow.

SERVICES TO SENIORS

Seniors' Planning Committee established

In May, 1990 the new Services to Seniors Division, now named the Seniors Directorate, was established with the mandate to promote and manage an interdepartmental agenda, to promote collaborative planning, policy development, resource management, program development and service delivery.

The former Seniors' Citizens Secretariat established in December, 1975 to provide a focal point in government for concerns of seniors was dissolved with the establishment of the new division. Several functions and staff of the former Secretariat were transferred to the Seniors Advisory Council for Alberta. The Council was acknowledged in legislation the Spring of 1991 with the passing of the Senior Citizens' Advisory Council Act. The Council makes recommendations to the government on matters relating to senior citizens, their well-being, and opportunities for full and equal participation. The Council also makes recommendations on matters of legislation, policies, priorities, funding and coordination.

These organizational changes resulted in the establishment of two separate structures to focus the government's attention on the aging population and on the development of plans, policies and programs to meet the needs and expectations of an aging Alberta society. Significant preparation went into the operational requirements of the two areas.

Other fiscal year highlights include:

A major initiative to establish the Seniors' Planning Committee. This Committee composed of representatives from eleven departments, works in consultation with seniors, their organizations, services providers, the academic and business community and the community at large. The Executive Director provides secretariat, planning support and guidance to the Seniors' Planning Committee;

The Committee is preparing a comprehensive government-wide plan proposing the province's blueprint for action in support of older Albertans to the year 2005; and,

The Division assisted with the coordination of programs and services by serving on the Interdepartmental Committee on Continuing Care and convening on a bimonthly basis, for information exchange, the Interdepartmental Coordinating Committee on Senior Citizens.

RESOURCE MANAGEMENT SERVICES DIVISION

Financial Services, Administration Services and Information Resource Services (IRS) are the three branches that make up the Resource Management Services Division. Their primary function is to provide financial, administrative and systems support to the department's diverse programs.

The Director of Administration Services participated in the Edmonton and Calgary Joint Planning Committees on Housing, which ensured a coordinated approach by the three levels of government and communities to local social housing issues.

Other fiscal year highlights include:

The federal government is in the process of enacting legislation requiring departments to produce statements of benefits issued to clients. In anticipation of this event, Financial Services, with assistance from IRS, implemented the necessary systems and mailed out Tax Credit Information Slips (T5s) to Social Allowance, AISH, AAIP and Widows' Pension clients for the 1990 taxation year. On January 31, 1990, 177,000 slips were sent out and a toll-free line was maintained for the following four months in order to field questions from recipients.

Financial Services also made electronic transfer of funds (direct deposit) available to AAIP clients in March of the last fiscal year. Approximately 4,600 clients went on the direct deposit program at that time.

PERSONNEL SERVICES

During the 1990-91 fiscal year, the regional personnel o''ices were incorporated into the Personnel Services Division in order to maximize the most effective use of personnel resources and ensure a more equitable and consistent application of personnel resources. This move also ensured a more equitable and consistent application of personnel regulations throughout the Department. This restructuring resulted in a change in reporting relationships only.

The Division continues to be responsible for the development and maintenance of all Department-wide policies and systems that ensure effective human resource management. Staffing, classification, performance appraisal, salary and benefits administration, Long Term Disability Insurance, employee relations, personnel planning, occupational health and safety, and training and staff development are provided through headquarters and/or regional personnel offices.

Staff Development delivered approximately 10 per cent more days of in-house training in 1990-91 than in the previous fiscal year. Human Resource Models were approved and comprehensive training developed for staff in the areas of Income Support and Child Welfare Services. An Orientation and Basic Training Program was initiated. The graduation of 23 recipients of Metis and Non-Status Indian Professional Training Bursaries was celebrated with a luncheon.

The Government's new Administrative Support Series was implemented in the Department, impacting over 1,400 staff. This new series replaced approximately 10 separate series and was created to: provide for better career pathing; bring greater equity between classes; and increase pay ranges for affected employees.

During the 1990-91 year, completed position classifications numbered 3,498, (3,384 were bargaining unit and 114 management). Staffing transactions numbered 1,021. To equalize resources in relation to caseloads, an on campus and interprovincial recruitment campaign for child welfare social workers was initiated to hire to a total of 46 new positions. A Department Wage Policy was implemented, resulting in the conversion of over 1,200 long-term wage employees to temporary salaried positions. This was part of the Department's strategy to address concerns by wage staff about tenure and benefits.

The Focus of the Employee Relations Unit in 1990-91 was on the outcome of the bargaining session conducted in April and May 1990. A comprehensive Attendance Enhancement Program was introduced to the Department early in 1991.

Other fiscal year highlights include:

A Divisional Quality Assurance Program was developed for implementation in the next fiscal year. The Personnel Services Division led the way in the establishment and implementation of various joint labour/management advisory committees.

FINANCIAL STATEMENTS

What is a Vote?

A "Vote" is an authorization by the Legislative Assembly to make expenditures for a specific purpose, where such authorization is limited in amount and time.

When the amounts the government recommends for each program are annually approved, the funds are said to be voted. These amounts are listed by department and program in a Bill called the Appropriation Act. The Legislative Assembly votes or appropriates funds for each fiscal year. Any unexpended authority lapses at year-end. Funding authority is voted on a program-by-program basis.

A program is a distinct service to the people of Alberta. Program budgets follow direct costing principles by including costs directly associated with a program within that program's budget. A departmental activity which supports more than one program or which has a cost which is not clearly identifiable with any one program is budgeted in a Departmental Support Services vote. Other programs called Interdepartmental Support Services provide services to other government departments, as opposed to the public directly.

1 FAMILY AND SOCIAL SERVICES EXPENDITURES 1990/91 – BY VOTE AND CONTROL GROUP ($000'S)

Grand Total: Votes 1, 2 and 3 (1990/91 Actual)	
Manpower	201,289
Supplies And Services	217,795
Grants	1,007,817
Fixed Assets	5,328
Other	134
TOTAL	1,432,363

(Source: Financial Services, Resource Management Services)

2 FAMILY AND SOCIAL SERVICES EXPENDITURES 1990/91 – VOTE 1 ($000'S)

VOTE 1	Manpower	Supplies & Svces.	Grants	Fixed Assets	Other	Total
Minister's Office	398	74			51	523
Associate Minister's Office	165	69		3	51	288
Appeals & Advisory Secretariat	184					184
Deputy Minister	447	148		1		596
Communications	44	670		1		715
Management Audit	455	15				470
ADM–Program Pol. Development	810	126		14		950
ADM–Resource Mgt. Services	8,089	2,768		848		11,705
ADM–Personnel Services	4,917	570	120	6		5,613
ADM–Regional Operations	335	24				359
Northwest Region	1,563	281		22		1,866
Northeast Region	1,471	135		7		1,613
Edmonton Region	1,799	276		4		2,079
Central Region	1,821	297		19		2,137
Calgary Region	1,975	353		25		2,353
South Region	1,606	317		8		1,931
TOTAL VOTE 1	26,079	6,123	120	958	102	33,382

3 FAMILY AND SOCIAL SERVICES EXPENDITURES 1990/91 – VOTE 2 (000'S)

VOTE 2	Manpower	Supplies & Svces.	Grants	Fixed Assets	Other	Total
Appeals & Advisory Secretariat	155	797				952
ADM–Program Pol. Development	2,532	801		36		3,369
ADM–Resource Mgt. Services	2,942	4,342	59,034	2,951		69,269
ADM–Personnel Services	9	32				41
ADM–Regional Operations		64				64
Northwest Region	3,092	274	58,275			61,641
Northeast Region	2,545	190	49,266			52,001
Edmonton Region	13,380	689	366,393	12		380,474
Central Region	3,858	144	93,625	1		97,628
Calgary Region	9,962	346	216,912			227,220
South Region	3,025	99	60,202			63,326
TOTAL VOTE 2	41,500	7,778	903,707	3,000	0	955,985

4 FAMILY AND SOCIAL SERVICES EXPENDITURES 1990/91 – VOTE 3 (000'S)

VOTE 3	Manpower	Supplies & Svces.	Grants	Fixed Assets	Other	Total
Appeals & Advisory Secretariat	182	852	226	10	31	1,301
Premier's Council in Supp. of Families	171	130		18		319
Senior Citizens Secretariat	207	116	118			441
ADM–Program Pol. Development*	7,449	2,595	35,777	39	1	45,861
ADM–Resource Mgt. Services		1,608	157	989		2,754
ADM–Personnel Services	927	92		3		1,022
Children's Advocate	964	256		1		1,221
ADM–Regional Operations		248				248
Northwest Region	6,159	13,026	2,524	11		21,720
Northeast Region	5,950	11,809	2,252	9		20,020
Edmonton Region	36,598	58,764	31,691	85		127,138
Central Region	5,240	19,017	5,024	2		29,283
Calgary Region	17,995	61,983	21,210	21		101,209
South Region	6,167	20,478	4,843	12		31,500
Michener Centre	45,701	12,920	168	170		58,959
TOTAL VOTE 3	133,710	203,894	103,990	1,370	32	442,996

*Includes Family & Community Support Services ($ 34,077,000)

APPENDICES

APPENDIX ONE: FAMILY AND SOCIAL SERVICES LEGISLATION SUMMARY

To carry out its mandate, the Department of Family and Social Services provides programs in keeping with a number of provincial Acts. These Acts are summarized as follows:

The Department of Family and Social Services Act

This Act establishes the Department of Family and Social Services and provides for the appointment of its Deputy Minister. It empowers the Minister to make the decisions necessary to carry out the mandate of the Department. This may include the promotion of social development, the administration of social care facilities, and the provision of financial, protective, special care, or preventive/support services. The Act allows for boards and committees to be established, to advise or administer Social Services programs, as required.

Assured Income for the Severely Handicapped Act

This Act provides a maximum benefit of $755 (as of Feb. 1, 1991) to qualifying individuals who suffer from a severe, permanent, physical or mental handicap which substantially limits their ability to earn a livelihood. It authorizes the director to review, change or discontinue benefits and recover overpayments if the recipient's circumstances change. The director may also appoint a trustee to administer a handicap benefit on behalf of a recipient.

Child Welfare Act

This Act authorizes the Department to intervene, through the courts, where a child's survival, security or development is at risk. It provides legislative authority for adoption, private guardianship and handicapped children's services agreements. It allows for the supervision and guardianship (temporary, permanent or joint) of children; and secure treatment of children experiencing mental or behavioral disorders. The Act describes grounds for Department and court intervention where a child's safety or well-being is at risk; and it provides guidelines to ensure the child's cultural heritage is respected.

Dependent Adults Act

This Act establishes the Office of the Public Guardian and provides for the appointment of guardians and trustees for dependent adults who are unable to care for themselves or exercise reasonable judgement with respect to their estates.

Parentage and Maintenance Act

This Act provides for the determination of paternity and payment of maintenance for children born out of wedlock. It also provides for the recovery of Social Allowance and AISH overpayments.

Senior Citizens' Benefits Act

This Act allows for the provision of a monthly supplemental benefit (through the Alberta Assured Income Plan) to qualifying Albertans. It provides for the termination of benefits and the recovery of overpayments.

Social Care Facilities Licensing Act

This Act defines and governs the licensing of social care facilities. The Act empowers a director (appointed under the Act) to inspect social care facilities and order corrective measures to address inadequate care in, or fitness of premises. Day care facilities are regulated under this Act.

Social Care Facilities Review Committee Act

Under this Act, the Lieutenant Governor in Council appoints a committee to visit, review and inspect social care facilities, to investigate complaints regarding care and treatment, and to make an annual report to the Legislative Assembly.

Social Development Act
This Act authorizes a director to provide social allowance to qualifying persons, in order to ensure that no one in Alberta lacks the goods and services essential to health and well-being.

The Act establishes rights of subrogation and the criteria for the provision of social allowance. It also empowers the Minister to establish appeal panels to hear the appeals of social allowance decisions.

Widows' Pension Act
This Act provides a maximum monthly widow's pension of $755, as of Feb. 1, 1991, to qualifying widows or widowers. It ensures that widows' pension recipients are able, under other legislation, to receive health and housing benefit that senior citizens receive.

Family and Community Support

This Act provides authority to enter into funding agreements with communities for the purpose of developing preventative social programs and services.

APPENDIX TWO: CHANGES TO FAMILY AND SOCIAL SERVICES LEGISLATION 1990-91

New Parentage and Maintenance Act
The New Parentage and Maintenance Act was proclaimed in force on January 1, 1991. This Act eliminates discriminatory treatment of unmarried mothers and illegitimate children in maintenance applications.

Day Care Amendment Regulation
This amendment regulation, which was passed in July, 1991, regulates standards of care, and implements staff qualification requirements.